



Service Definition Implementation

An overview of the implementation
services provided by EX3

Introduction to EX3

In addition to the importance of selecting the Market-leading HCM solution, SAP SuccessFactors, it's also vital Client's select the right partner to deliver it successfully and in line with your requirements. That's where the partnership of SAP SuccessFactors and EX3 comes in.

We provide strategic advisory services to optimise operations, navigate regulatory complexities, enhance decision-making, and resolve business challenges with confidence. As an SAP partner, we leverage emerging technologies, cloud solutions, and AI integration to ensure businesses stay agile, secure, and future-ready.

EX3 brings unmatched delivery capability, human-centered advisory, and industry experience. We're proud of our 100% project success rate, built on our values; the foundation of everything we do—guiding how we collaborate internally, build trusted partnerships with clients, and drive impactful results.

Trusted – We act with integrity and build long-term relationships with our clients. We are your trusted partner.

Client-First – Your goals and objectives shape our approach – we are here to support and partner with you for the entire journey.

Innovative – We challenge the norm and co-create new value with our clients leveraging the latest SAP technologies and innovations.

Accountable – Your success is our success. We take accountability for our joint results, not just delivery.

Solution-Focused – We simplify, adapt, and deliver results for our clients.

Our consultants are not just technical experts – they are experts in HR, and many of which are **former HR, Payroll, and Transformation leaders** who know what a successful people system really looks like.

We've delivered large-scale HRIS and Payroll implementations for organisations including companies like the Pepper Money, Renesas, Edrington, and a leading Big Five consultancy. Our implementation approach blends SAP leading practices with our proprietary delivery tools and accelerators, such as our **EX3 Model Company**, to accelerate time to value while ensuring flexibility.

We don't just deliver systems—we explore the unknown with our clients, helping them move with confidence, unlock potential, and deliver lasting impact.

With our breadth of services including advisory, change management and post-go-live services, we stay by your side—not just for launch, but for every step that follows.

The Road Ahead

The investment in a modern HRIS and Payroll platform is a bold and strategic move—one that will define the future of its People function.

With **SAP SuccessFactors** and **EX3** as your implementation and advisory partner, you'll gain:

- A globally scalable, future-ready solution
- A proven team with strategic, technical, and human expertise
- An implementation approach that prioritises agility, ownership, and long-term value
- A support model that evolves with you

Why EX3?

EX3 is an **SAP Gold SuccessFactors Implementation and Support Partner**, delivering secure, scalable people-management solutions to public sector and regulated organizations, as well as clients across consumer, retail, and financial services. We are committed to achieving **100% project success**, supported by experienced consultants, proven SAP technology, and a long-term partnership approach that prioritizes governance, compliance, and sustainable value for our clients. We have a proven track



record of partnering with organisations similar to you, creating meaningful experiences for their employees, and establishing a single source of truth for all HR and Payroll functions.

In this response and future engagements with your team, we will demonstrate how SAP SuccessFactors and EX3 will help you streamline HR processes and improve overall efficiency.

Unmatched Industry Expertise - Both SAP and EX3 have extensive experience partnering with similar organisations, giving them the tools to efficiently partner with you throughout their HR Transformation.

EX3's Extensive SuccessFactors and HR Experience - EX3 is a specialist SuccessFactors partner and provides a unique team of consultants that consists of former HR leaders in the industry, seasoned HR consultants with 15+ years of HR background, and talented multi-module certified consultants who truly understand the importance of building fully integrated platforms. EX3 maintains a 100% project success track record - we are happy to schedule reference calls with any of our clients.

Unique Implementation Approach - EX3 has created its own implementation methodology, based on SAP's own Cloud Methodology as well as EX3's inclusion of key components from Agile Project Management Methodology. EX3 Company is deployed and then either adopted or adapted (configured) to meet organisation specific needs and requirements.

Advisory & Change Management - EX3 boasts a team of highly experienced consultants, project managers, delivery managers, and change management specialists. We pride ourselves on our talent and our strategic advisory and can provide an array of services from Phase Zero's, Operating Model Design, Business Case support, Change Management and much more.

We are here for the long run - EX3 provides flexible SAP SuccessFactors post-go-live support models tailored to our customers' requirements - from flexible monthly subscription support packages to Augmented Resource Models and Application Management Services (AMS). More details can be provided upon a better understanding you're your requirements.

Implementation Methodology, Services & Responsibilities

EX3 delivers successful HR, payroll, and SAP S/4HANA related implementations through structured, outcome focused delivery supported by two proven methodologies. Our leading practice approach accelerates delivery using standardised design and pre configured content, while our tailored methodology supports more complex requirements through deeper configuration, integration, and validation. Delivery is underpinned by strong governance, clear milestones, and close collaboration with customers, ensuring solutions are implemented securely, compliantly, and aligned to wider business and finance transformation objectives.

Post Go-Live Hypercare

As part of this SOW, EX3 will provide the Post Go-Live Hypercare support as documented in the Hypercare section below. The Hypercare period end date will be defined as the number of days after the Go-Live dates documented in the SOW section High-Level Scope & Cost Summary.

In the event of multiple Go-Live dates per different module deployments, the hypercare period will be calculated for each deployment as eligible service period. However, the total number of hours in this SOW covers the total hypercare services and deployments cumulatively.

Hypercare Period Initiation

Hypercare period starts the day following the go-live of the SuccessFactors deployment to production. Go-Live is defined as the period when the system is opened, even if in limited release to specific type of users and not all intended users. Users are defined as a group of users who are not part of the client core project team that begin transacting on the system in production.

Example of determining Hypercare Period Start

Client Project team has access to production on Monday 1/1 to perform system smoke testing. On Wednesday, 3/1 the system is opened to additional users in HR outside of the client core project team. On Monday 8/1 the system is opened for a limited set of managers. On Monday 15/1 the system is opened for a subsidiary business unit all users. On Monday 22/1 the system is opened for all users globally.

In the above example: Go-Live is considered Wednesday 3/1 because this is the first time the system was transacted on by users

not part of the client core project team. Hypercare period then starts on 4/1 and all associated services with hypercare will be accrued from this date.

Hypercare services

Hypercare services are any and all hours provided by EX3 resources for the following activities only;

Incident triage and/or resolution where the defect is a result of the configuration deployed by EX3

Post go-live questions

Consultative administrative system support

Attendance in any required client meetings

Exclusions of services available for use of available hypercare hours:

- Change Management plans, communications, materials, or assets
- Mutually agreed services or implementation components that are deferred or scheduled after the Go-Live date and have followed the Project Change Control procedures contained within this SOW.
- Any services related to evaluating and/or implementing documented requirements changes, including usage of Project Manager.

Use and Eligibility of Hypercare offering

The hypercare services, hypercare period, and available hypercare hours contained within this SOW will only be applicable if the client adopts and uses EX3 support processes and tools. This includes the use of our support through the EX3 support management tool. There will be the option to extend support through Ex3 Support at an additional expense after the hypercare period has ended.

Warranty Coverage & Period

The warranty period is designed to support the client with the resolution of system defects discovered in the production instance after go-live. A system defect covered by warranty is defined as any error that exists in the production environment, but that same error does not exist in the Stage / Test instance for which the client has completed their validate cycle and provided sign-off on test results. Additionally, the warranty coverage will only be applied if the underlying root-cause of this system defect is a result of improper configuration or setup by EX3 resources that was completed during the Go-Live system preparation. System defects that are from the result of client resources performing system configuration changes and/or data changes will not be applicable to the warranty coverage.

The warranty period starts for each Go-Live deployment date documented in the SOW section High-Level Scope & Cost Summary through a period ending of 60 additional days.

Warranty Support Service Limitations

Warranty items will be resolved by EX3 at no additional cost to the client up to a service maximum 2 hours per deployment module covered in the SOW section High-Level Scope & Cost Summary. Additional services past this warranty coverage must be separately contracted.